



दि प्लास्टिक एक्स्पोर्ट प्रमोशन कौन्सिल
(भारत सरकार, वाणिज्य एवं उद्योग मंत्रालय, वाणिज्य विभाग द्वारा प्रायोजित)

THE PLASTICS EXPORT PROMOTION COUNCIL
(Sponsored By The Ministry Of Commerce & Industry, Deptt. Of Commerce, Government Of India)

Ref. No.: Plexh/Cir/413

13/08/2025

To,

All Members of Plexconcil/ COA Members

Dear Sir/Madam,

Subject: Regarding introduction of Common Facilitation Centre and ECGC SMILE Portal Services.

We are pleased to inform you that ECGC has set up a **Common Facilitation Centre** at their Head office.

Details are as follows:

Location: Mumbai

Contact: 022-66590770 / 8433600770 (During office hours)

Email: facilitationcentre@ecgc.in

Apart from this facility, the office of ECGC has also started **Online Video Conferencing (VC) session** for stakeholders (PHs and Bankers) with effect from **17.07.2023** at Head Office to address their queries, grievances and seek suggestions/feedbacks. The schedule of the VC session is between 10.30 am to 11.00 am on Monday to Friday (Except Holiday) for which link is already available on their website.

Also, kindly note that the office of ECGC has also started the **on-demand Video Conference facility** for stakeholders at the Regional Offices and DGM headed branches w.e.f. 28.10.2024. you can request your BO/RO for the on-demand VC for any issue.

The **Common Facilitation Centre /Video Conferencing facility** will be to address the grievance, query and feedback/suggestion from the customers/stakeholders.

The Grievance department new email is ecgc-grievance@ecgc.in

We also encourage you to make use of **ECGC SMILE** Online Customer Portal, a one-stop digital platform for exporters and bankers, offering services such as:

- **Apply for Export Credit Insurance Policies** online
- **Submit Credit Limit Applications**
- **File Shipment Declarations** with ease

- **Submit Grievances** and monitor resolution progress
- **Submit Claim Proposals** and track their status
- **Access and download Policy Documents** and related records
- **Track the status of applications and transactions** in real time

The exporters can log-in and explore all the features and unlock the full potential of the ECGC SMILE Portal!: <https://www.ecgcltd.in/>.

All these services are built to enhance **efficiency, transparency, and user convenience**, helping the exporters focus on growing their export business with confidence.

The exporters can reach out to the **YouTube channel (@ecgcltd7016)** for video tutorials, feature walkthroughs, and user guides: <https://www.youtube.com/channel/UCanpBDHz5Xc3OCwd5RQz9BQ>

This is for your information.

Best Regards

Bharti Parave

Dy. Director – Trade & Policy

The Plastics Export Promotion Council